



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX, KENTUCKY 40121-5000

REPLY TO
ATTENTION OF:

ATZK-RM (37a)

24 January 2002

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Thunderbolt Six Policy Memo No. 38-30 - Army Individual Travel Card
Delinquency

1. References:

a. DoD Financial Management Regulation, Volume 9, Chapter 3 (Travel Policy and Procedures), September 2000.

b. TRADOC Regulation 37-3, Government Travel Card Program, July 1999.

2. The Vice Chief of Staff of the Army directed commanders to reduce delinquency rates to no more than 4 percent. Since May 2001 our progress in reducing delinquency has come to a halt and now we are moving backwards.

3. Commanders can reduce and prevent travel card delinquency through command emphasis and management. I will not tolerate card misuse and delinquency. Commanders must ensure travel vouchers are filed promptly and charges paid upon receipt of the monthly billing statement. For personnel on extended TDY, ensure they complete partial settlements, which allow them to pay their bills on a monthly basis. Commanders should encourage soldiers to elect split disbursement as method of payment when completing settlement vouchers, which automatically sends lodging and rental car reimbursements to the credit card company.

4. Cardholders sign acknowledgments that they have read and understand the terms and conditions of the card prior to issue, which specify that the card is for official TDY travel only, and that the individual is responsible for timely payment of all just debts.

5. Include your travel agency program coordinator (APC) in all unit in and out-processing requirements. The APCs will ensure payment has been made to Bank of America for retiring, separating, or PCSing personnel. APCs will deactivate the cards of all personnel upon PCS, separation, or retirement, except for PCS personnel performing TDY duty enroute, or who specifically request the card remain activated.

6. The Directorate of Resource Management reports delinquent cardholders to the Chief of Staff monthly. The Chief of Staff forwards these lists to commanders and directors. Commanders and directors counsel, in writing, all cardholders who have delinquent charges over

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60 days past due or who misuse their card. Commanders and directors report to me in writing the corrective action they have taken with each cardholder delinquent by 60 or more days. Do not conduct adverse counseling if the problem is with reimbursements; find out the problem.

7. This should not just become a monthly paperwork drill. Credit card delinquency is an indicator of one or two things; financial troubles or a failure of the travel settlement process. Both are commander's issues. If a soldier or civilian is in credit difficulty they need help. If a soldier hasn't received their reimbursement, commanders must energize the staff to get them paid. Get involved and fix it. Do not let your cardholders become severely delinquent (90 days) or they will face pay garnishment.

8. In the event of misuse of the card or willful nonpayment not corrected within 14 days after counseling, you must consider corrective actions:

a. Military: Reprimand, administrative elimination, and/or initiation of Uniform Code of Military Justice (UCMJ) proceedings are some of the possible corrective actions to consider (depending on the specific facts).

b. Civilian: Coordinate disciplinary action with Civilian Personnel Advisory Center (CPAC).

9. Travel card delinquency reflects poorly on the Army and results in long-term damage to soldiers' and civilian employees' credit ratings. I direct commanders and directors to reduce delinquency rates to less than 4 percent as soon as possible.

10. This memo supersedes USAARMC Policy Memo No. 1-01, subj: Army Individual Travel Card Delinquency, 6 February 2001.



R. STEVEN WHITCOMB
Major General, USA
Commanding

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